Office

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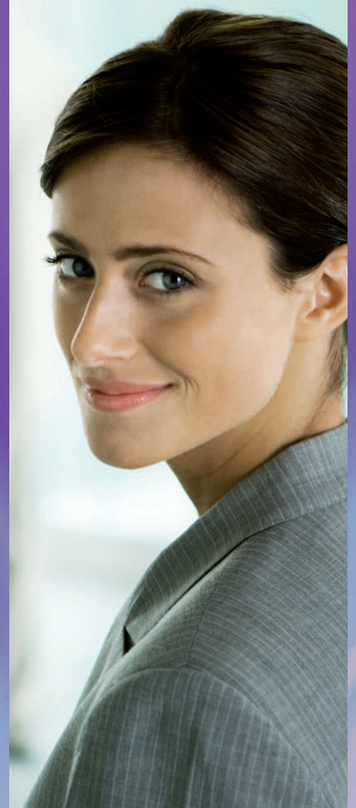
Alcatel-Lucent Office Communication Solutions
for Small and Medium Businesses

Simplified communications for businesses on the move



To succeed as a small or medium-sized business, you need to keep customer satisfaction and employee productivity high and operational costs low. Dynamic communications that help you strengthen relationships, increase collaboration and mobility and improve performance are at the core of your future success.

After all, customer satisfaction isn't just about the quality and value of your products and services. It's also about how quickly clients, partners and suppliers can reach you, how well they are greeted, and how long they need to stay on the line to have their questions answered.

Employee productivity increases when you can reach the right people at the right time on the right device. It increases when you eliminate time wasters, such as missed calls and unnecessary travel, and when you enable new capabilities, such as working with remote and virtual teams, staying connected while traveling or simply working from home.

And controlling costs isn't just about getting a solid return on investment. It's also about managing expenditures - especially communications expenses - in a way that suits your budget and your organizational structure.

Alcatel-Lucent partners with you to put all the pieces together and simplify your communications. We'll help you interconnect your people, their knowledge and your communications network so you can focus on growing your business.

Connect the right people at the right time

Turn first contacts into repeat business

Satisfied customers generate repeat business. And effective communications can raise your level of service dramatically. Ensure you handle incoming inquiries professionally with an efficient greeting system that welcomes clients by name and rapidly refers them to the right salesperson. Deploy a phone system that allows you to quickly set up conference calls and reach your technicians, sales representatives, consultants and delivery staff anywhere, at any time.
Ask Alcatel-Lucent to enhance your communications system so you can strengthen customer relationships and generate repeat business.

Increase productivity and motivation

Allow your staff to share their knowledge easily and in real-time or to work from home while enjoying full and secure access to company information. Enable seamless communications so staff can leave the building while they're on a call. Maintain a single directory for your e-mail, mobile and office phone. Unchain your staff from their desks with wireless phones and headsets. Allow fixed and mobile phones to be accessed with a single number. These time-savers simplify communications and increase productivity. Your result: A more efficient and cost-effective organization.
Count on Alcatel-Lucent to help you reduce the cost of doing business.

Make your network more cost effective, more secure

As a small or medium business, you have no time to waste on infrastructure management. You need a secure, always-on communications network that is competitively priced, low-risk and easy to manage.

Whether your workforce is growing rapidly or you're thinking of opening a new office or another warehouse, your communications network has to be flexible, scalable and able to evolve with your changing needs. It should optimize your spending on a daily basis to help you generate immediate savings. And it should help you become more agile so you can quickly and easily adapt to changes in your market.

Alcatel-Lucent offers integrated communications solutions that include business-class traditional and IP telephony, secure e-mail and Internet, and shared access to agendas, directories, files and folders.
Rely on Alcatel-Lucent to build your network while you build for the future.

More than 12 million users worldwide already enjoy the benefits of Alcatel-Lucent Office Communication Solutions

Competitive excellence starts with advanced telephony solutions

Alcatel-Lucent's advanced telephony solutions for small and medium businesses give you all the communications capabilities you need. Combining both hardware and applications, these solutions allow you to improve customer satisfaction and increase productivity where it counts most for your business.

Improve your customer welcome

At **Viking Travel**, business was suffering: Advisors were constantly interrupted by ringing phones, prospective clients went elsewhere because of the time they spent on hold, and clients who came into the office were unsettled by the stressful atmosphere

The Alcatel-Lucent solution:

Callers are now greeted by professional messages that offer easy-to-follow options in one of four languages. Incoming calls are automatically routed to available advisors. The office manager can now monitor call traffic and reorganize shifts to match activity.

Customers who are on hold listen to music. They also hear reassuring messages that their calls will be taken as soon as possible. Call length has dropped drastically because advisors have real-time access to client information records through their computers. Finally, an information broadcast service operates 24/7, allowing Viking Travel to make a professional impression on clients around the clock.

Alctel-Lucent IP Touch 4068 Phone Extended Edition & Add-on 40

Spotlight

- Greeting messages
- Voice mail and call screening
- Attendant consoles & automated attendant
- PC-based attendant console with the Alcatel-Lucent PIMphony application
- Call center application

Dect 300 Handset

Dect 400 Handset

Spotlight

- Ergonomic, lightweight DECT wireless handsets

Increase on-site mobility

Vangrave is a medium-sized clothing importer and retailer with an attached stockroom. In this busy outlet, supervisory employees are constantly on the move - going up and down the aisles to maintain shelf stock, getting prices for staff on the checkout counter, moving between the shop and the stockroom or back office. A slowdown in any of these functions causes an immediate bottleneck of queuing customers who are in a hurry to complete their purchases

The Alcatel-Lucent solution:

Ergonomic and intuitive DECT wireless handsets with headsets allow employees to continue with their jobs and make sure they are always reachable

Employees can use these phones to access the full range of communications services, including call-by-name, call transfer, conference calls, supervision, voice mail and notifications.

Enable more efficient teamwork

Logi2com is an IT services firm that manages an installed base of about 30 companies. The director, assisted by a secretary, manages the company and eight technicians provide on-site and off-site support.

The Alcatel-Lucent solution:

With Alcatel-Lucent PIMphony Team, the director's assistant can efficiently monitor incoming calls and dispatch them to the assigned on-site technician

"One number service" mean the technicians can be reached on their mobile phones when they are off site. With or without Alcatel-Lucent PIMphony Team, the technicians can also use their mobile phones to access the company's telephony services, including call management, call filtering, voice mail and call logs, as if they were working from their desks. They can also benefit from an advanced user interface with integrated ergonomics on Microsoft® Windows Mobile® and Nokia smartphones.

An integrated six-party audio conference call bridge makes the weekly sales meeting easy to plan and manage. And, with the advanced web and audio conferencing capabilities offered by Alcatel-Lucent OmniTouch™ My Teamwork Office Edition, webinars are easy to organize, at a cost that compares favorably with service provider offerings.

Alcatel-Lucent IP Touch 4038 Phone Extended Edition

Spotlight

- 9 Series digital phone
- 6-party audio conferencing
- Alcatel-Lucent PIMphony Team
- One number service, Nokia eSeries and Windows Mobile software clients
- Alcatel-Lucent OmniTouch My Teamwork - Office Edition Web and audio conferencing

Alcatel-Lucent OmniPCX™ Office Communication Server

Compact Edition

Wall-mounted version

Rack version

A complete range of modular, powerful and flexible communications servers delivering outstanding voice quality.

IP telephony:
Market agility requires it

When your company is ready to offer more advanced customer services and enhance its business processes, IP telephony is the answer. And it's much simpler than you might think. Alcatel-Lucent's traditional business telephony services can communicate fully with the IP and Internet worlds, so migration is smooth and cost-effective. You only use IP when and where you need it.

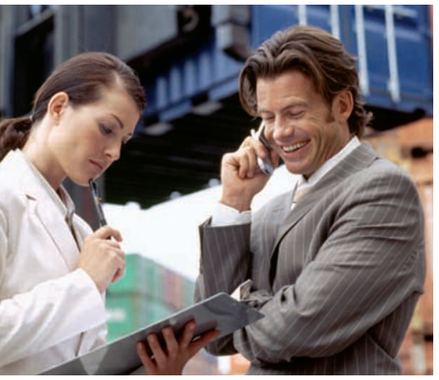
Alcatel-Lucent IP Touch 610 WLAN Handset

Minimize your costs, maximize your services.
Voice over IP makes your communications more cost-effective.
Full IP: You save costs by transporting voice and data on the same line.
Your phone and data services are converged on a single network.

Head office, branch office... it makes no difference to you.
Networking keeps all your sites connected.
All the solutions you need to keep you connected for less.
Your branch offices benefit from the same services as your head office.

On-site voice and data mobility using Wi-Fi®.
Mobility in communications: total PC and phone mobility.
Employees can work and access critical information from their laptops anywhere in the building.
Staff benefit from business telephony on their wireless LAN handsets.

Alcatel-Lucent Office Communication Solutions provide professional and reliable end-to-end voice over IP telephony and networking from LAN switching and Wi-Fi infrastructures, to IP phones and converged applications.



A single network for voice and data

SOTRA, a small regional transportation and logistics company, has a suite of offices and two adjacent warehouses. The company runs a number of critical business applications, including one for optical logging of inventory parts. Employees are constantly on the move from one building to another. It became crucial to implement an infrastructure that would enable data access from many different points. The owner decided to move to a single voice and data network capable of supporting full on-site mobility for both data and voice applications.

The Alcatel-Lucent solution:

The communications system is based on a single, integrated IP infrastructure for both data and voice services. Mobile employees in the warehouse use Alcatel-Lucent IP Touch™ Wireless LAN handsets designed for industrial environments. Wherever they are - in their office, in the warehouse or even in the parking lot - they can access corporate business telephony services as well as logistics applications.

Spotlight

- Alcatel-Lucent IP Touch phones
- Alcatel-Lucent IP Touch WLAN Handsets
- Alcatel-Lucent OmniStack™ and OmniSwitch™ LAN Switches
- Alcatel-Lucent OmniAccess™ WLAN Switch

Collaboration and mobility services:
competitive businesses rely on them

To increase your ability to communicate quickly and effectively with your partners, you need global solutions that integrate collaboration and mobility tools with your business telephony system. Whether in the office or traveling, everyone should be able to benefit from the capabilities of your company's communications system so they can work efficiently - accessing e-mail, managing their diaries, sharing contacts, consulting files and using business communications services.

Improve access to knowledge

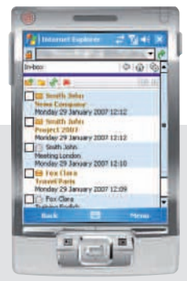
Jarvis Law is a small but thriving law firm that specializes in construction litigation. Partners are often required to travel across the country to offer clients their expertise. A lot of their work is done outside the office, so they need access to the company servers at any time of the day or night. Their clients also need to be able to reach them easily.

The Alcatel-Lucent solution:

Office Communication Solutions offer the lawyers a powerful combination of enterprise-class business telephony, secure e-mail and Internet, and shared access to agendas, directories, files, folders and faxes. The virtual desktop allows mobile staff to share and securely exchange information over the Internet.

With the mobile virtual desktop, smartphone and PDA, users enjoy the same benefits. Reliable, secure access to business tools and documents means that wherever they are, the lawyers have the tools they need to collaborate and make decisions.

Staff can now synchronize contact databases to benefit from features such as automatic screen pops that display detailed contact information for the caller or called person. Integration with Microsoft Outlook® means the firm can optimize its existing investments and access applications through familiar interfaces. Advanced telephony services, such as click-to-call, e-mail notification of voice mail and telephony management services generate significant productivity gains. These gains can be even greater when e-mail, contacts, calendar and tasks are pushed to and synchronized directly on a mobile client or smartphone.



Spotlight

- Alcatel-Lucent Extended Communication Server
- Virtual desktop and mobile virtual desktop
- Alcatel-Lucent Connector for Microsoft Outlook
- Push mobile
- Fax server

Alcatel-Lucent Extended Communications Server